

We claim:

1. A method for managing rentals from a rental service provider by an insurance service provider having a plurality of claims adjusters and claims managers, said method comprising:

employing a server system including a database having rental claim information for each of said rentals;

of employing a plurality of client systems for said claims adjusters and said claims managers;

employing a global communication network to interconnect said server system with said client systems;

displaying at least some of said rental claim information for one of said rentals at one of said client systems;

modifying said rental claim information for said one of said rentals from said one of said client systems; and

reviewing by exception some of said rental claim information from another one of said client systems.

2. The method of Claim 1 further comprising

entering rental reservations; and

displaying at one of said client systems a scoreboard including a count of unconfirmed rental reservations.

3. The method of Claim 1 further comprising

displaying at one of said client systems a list of open rentals;

including rate information with said open rentals; and

changing a rate for one of said open rentals.

4. The method of Claim 3 further comprising

providing an expected duration for one of said open rentals; and extending said expected duration.

5. The method of Claim 3 further comprising

displaying a message associated with one of said open rentals.

6. The method of Claim 2 further comprising

displaying said scoreboard including counts of pending reservations, open rentals, closed rentals, incoming messages, and invoices.

7. The method of Claim 6 further comprising displaying said pending reservations; and canceling one of said pending reservations.
8. The method of Claim 1 comprising providing a plurality of unconfirmed reservations; and generating a plurality of reports regarding said unconfirmed reservations.
9. The method of Claim 8 comprising generating one of said reports for one of said insurance service provider, a claims center of said insurance service provider, one of said claims adjusters, all of said claims adjusters, a vehicle repair shop, and said rental service provider.
10. The method of Claim 1 comprising providing a plurality of pending reservations; and generating a plurality of reports regarding said pending reservations.
11. The method of Claim 10 comprising generating one of said reports for one of said insurance service provider, a claims center of said insurance service provider, one of said claims adjusters, all of said claims adjusters, a vehicle repair shop, and said rental service provider.
12. The method of Claim 1 comprising providing a plurality of open rentals; and generating a plurality of reports regarding said open rentals.
13. The method of Claim 12 comprising generating one of said reports for one of said insurance service provider, a claims center of said insurance service provider, one of said claims adjusters, all of said claims adjusters, a vehicle repair shop, and said rental service provider.
14. The method of Claim 12 comprising maintaining a database of rental variables associated with each of said open rentals; selecting one of said rental variables; entering a value corresponding to said selected one of said rental variables; and

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generating one of said reports including at least some of said open rentals for which said selected one of said rental variables exceeds said entered value.

15. The method of Claim 14 comprising
employing an authorized rental rate and an actual rental rate as some of said rental variables;

employing a cost value as said entered value; and
generating said one of said reports including at least some of said open rentals for which said actual rental rate exceeds said authorized rental rate.

16. The method of Claim 14 comprising
employing an authorized rental period as one of said rental variables;
employing a time value as said entered value; and
generating said one of said reports including at least some of said open rentals for which said authorized rental period is less than said time value.

17. The method of Claim 14 comprising
employing a count of rental extensions as one of said rental variables;
employing a count value as said entered value; and
generating said one of said reports including at least some of said open rentals for which said count of rental extensions exceeds said count value.

18. The method of Claim 14 comprising
employing a total rental cost as one of said rental variables;
employing a cost value as said entered value; and
generating said one of said reports including at least some of said open rentals for which said total rental cost exceeds said cost value.

19. The method of Claim 14 comprising
employing an extension time period as one of said rental variables;
employing a time value as said entered value; and
generating said one of said reports including at least some of said open rentals for which said extension time period exceeds said time value.

20. The method of Claim 1 comprising
providing a plurality of billed rentals; and
generating a plurality of reports regarding said billed rentals.

21. The method of Claim 20 comprising
generating one of said reports for one of said insurance service provider, a claims center of said insurance service provider, one of said claims adjusters, all of said claims adjusters, a vehicle repair shop, and said rental service provider.
22. The method of Claim 20 comprising
generating a summary report including, for each of said claims adjusters, at least some of: an identification of one of said claims adjusters, an average count of rentals, an average length of rentals, an average count of authorized days, an average rental rate, an average authorized rental rate, an average count of extensions, and an average total bill.
23. The method of Claim 22 comprising
generating a detail report including, for each of said rentals and for each of said claims adjusters, at least some of: a renter's name, an insured/claimant identification, a claim number, a date out, a date in, a rental length, a billed date, a count of authorized days, an authorized rate, a count of times extended, a vehicle class, a vehicle rental rate, and a total bill.
24. The method of Claim 20 comprising
employing a plurality of renter types; and
generating said one of said reports for one of said renter types.
25. The method of Claim 24 comprising
employing insured and claimant as said renter types.
26. The method of Claim 24 comprising
generating said one of said reports for all of said renter types.
27. The method of Claim 20 comprising
entering a starting date and a billing date; and
generating said one of said reports for each of said billed rentals which has said vehicle out date on or after said starting date and said vehicle in date prior to said billing date.
28. The method of Claim 1 comprising
entering a starting date and an ending date; and

generating said one of said reports for each of said closed rentals which has said vehicle out date on or after said starting date and said vehicle in date prior to said ending date.

29. The method of Claim 1 comprising
employing a plurality of open rentals and closed rentals;
employing a vehicle out date associated with each of said open rentals; and
employing a vehicle out date and a vehicle in date associated with each of said closed rentals.

30. The method of Claim 1 comprising
maintaining a database for each of said vehicle rentals;
associating one of said claims adjusters with each of said vehicle rentals in said database;
selecting one of said claims adjusters; and
searching said database for said vehicle rentals, which are associated with said selected one of said claims adjusters.

31. The method of Claim 1 comprising
providing a plurality of unconfirmed reservations; and
providing a listing of all of said unconfirmed reservations.
32. The method of Claim 31 comprising
providing (a) a plurality of pending reservations, (b) a plurality of open rentals, and (c) a plurality of closed rentals; and
providing a listing of all of one of (a) said pending reservations, (b) said open rentals, and (c) said closed rentals.

33. A method for managing vehicle rentals from a vehicle rental service provider for a plurality of users, said method comprising:
employing a server system including a database having vehicle rental variables for said vehicle rentals;
employing a plurality of client systems for said users;
employing a global communication network to interconnect said server system with said client systems;
selecting one of said vehicle rental variables;

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entering a value corresponding to said selected one of said vehicle rental variables; and

generating a report for at least one of said vehicle rentals for which said selected one of said vehicle rental variables differs from said entered value.

34. The method of Claim 33 comprising
 - employing open vehicle rentals and closed vehicle rentals with said vehicle rental variables in said database; and
 - generating said report for said open vehicle rentals and said closed vehicle rentals.

35. The method of Claim 34 comprising
 - generating said report for only one of all of said open vehicle rentals and all of said closed vehicle rentals.

36. The method of Claim 33 comprising
 - associating vehicle rental claim files with said vehicle rentals in said database.

37. The method of Claim 33 comprising
 - employing an authorized rental rate and an actual rental rate as some of said vehicle rental variables;
 - employing a cost value as said entered value; and
 - generating said one of said reports including at least some of said open rentals for which said actual rental rate exceeds said authorized rental rate.

38. The method of Claim 33 comprising
 - employing an authorized rental period as one of said vehicle rental variables;
 - employing a time value as said entered value; and
 - generating said one of said reports including at least some of said open rentals for which said authorized rental period is less than said time value.

39. The method of Claim 33 comprising
 - employing a count of rental extensions as one of said vehicle rental variables;
 - employing a count value as said entered value; and

generating said one of said reports including at least some of said open rentals for which said count of rental extensions exceeds said count value.

40. The method of Claim 33 comprising
employing a total rental cost as one of said vehicle rental variables;
employing a cost value as said entered value; and
generating said one of said reports including at least some of said open rentals for which said total rental cost exceeds said cost value.

41. The method of Claim 33 comprising
employing an extension time period as one of said vehicle rental variables;
employing a time value as said entered value; and
generating said one of said reports including at least some of said open rentals for which said extension time period exceeds said time value.

42. A system for managing vehicle rentals from a vehicle rental service provider for a plurality of users, said system comprising:
a server system including a routine and a database having vehicle rental variables associated with each of said vehicle rentals;
a plurality of client systems for said users, each of said client systems including a data entry component selecting one of said vehicle rental variables, entering a value corresponding to said selected one of said vehicle rental variables, and entering a request for a report based upon said value and said selected one of said vehicle rental variables; and

a global communication network interconnecting said server system with said client systems, said global communication network sending said request from one of said client systems to said server system, the routine of said server system generating said report for at least one of said vehicle rentals for which said selected one of said vehicle rental variables differs from said entered value, said global communication network sending said report to said one of said client systems.

43. The system of Claim 42 wherein said global communication network is the Internet.

44. The system of Claim 42 wherein said vehicle rental variables include an authorized rental rate and an actual rental rate; wherein said entered value is a cost

value; and wherein said routine generates said one of said reports including at least some of said open rentals for which said actual rental rate exceeds said authorized rental rate.

45. The system of Claim 42 wherein said vehicle rental variables include an authorized rental period; wherein said entered value is a time value; and wherein said routine generates said one of said reports including at least some of said open rentals for which said authorized rental period is less than said time value.

46. The system of Claim 42 wherein said vehicle rental variables include a count of rental extensions; wherein said entered value is a count value; and wherein said routine generates said one of said reports including at least some of said open rentals for which said count of rental extensions exceeds said count value.

47. The system of Claim 42 wherein said vehicle rental variables include a total rental cost; wherein said entered value is a cost value; and wherein said routine generates said one of said reports including at least some of said open rentals for which said total rental cost exceeds said cost value.

48. The system of Claim 42 wherein said vehicle rental variables include an extension time period; wherein said entered value is a time value; and wherein said routine generates said one of said reports including at least some of said open rentals for which said extension time period exceeds said time value.

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